ESI eSIP Evolution Series™ e-Series Server

Call Center Solution Guide

Make it simple for your call center agents and supervisors to deliver greater customer experience. This guide aims to help you do just that.

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ESI Call Center Solution

Call Center Overview

What is the ESI Call Center Solution

ESI eSIP e-Series Server introduces an inbound call center solution to improve agent efficiency, responsiveness, and customer satisfaction for SMEs running service centers.

ESI Call Center provides a powerful console for manager and agents to handle queue calls. Call Center Console is a web-based utility integrated with eMobile Web Client, including a customizable Wallboard for proactive tracking of 16 key performance metrics, and a switchboard-type Queue Panel for real-time monitoring & control of queue activities.

Highlight

- Real-time metrics on Wallboard: Display a range of call center metrics and KPIs that allow queue managers to monitor and optimize performance, and spot emerging trends in a central location.
- Switchboard-type Queue Panel: Show the call metrics and agents' performance in real time, and offer a comprehensive view on activity of call that allows manager and agents to handle queue calls.
- SLA for performance measurement: Consistent delivering service that meets or exceeds the expectations set out in the SLA.
- Insightful Call Center reports: Real-time and historical reports that help system administrator to track queue performance indicators, and assess agent performance.

Steps to set up Call Center

- Create a queue.
- Set up Call Center.
    - **Manage queue managers**: Set one or more extension users as queue managers. The queue managers can receive queue notifications by email.
    - **Customize queue notification**: Send email notifications to queue manager when a queue call is missed, abandoned, or the service level agreement reaches the alarm threshold.
    - **Grant queue panel permissions**: Grant permissions respectively for queue manager and agents.
    - **Set up Service Level Agreement (SLA)**: Define a certain level of service for a queue.
- Manage Call Center report: View and schedule Call Center reports.

Call Center Setup

Set up Queue Managers

With call center service activated, you can set any extension as queue manager. A queue manager does not need to be a queue agent. This topic describes how to set queue managers.

Procedure
- Log in to ESI eSIP e-Series Web portal, go to **Call Features > Queue**, edit the desired queue.
- Click **Members** tab.
- In the **Queue Managers** section, manage the queue managers:
    - **To add queue managers**: Select the desired extensions from the **Available** box to the **Selected** box.
    - **To delete queue managers**: Select the desired extensions from the **Selected** box to the **Available** box.
- Click **Save** and **Apply**.

Customize Queue Notification

With call center service activated, the system sends email notifications to queue managers when a queue call is missed or abandoned, or when the service level agreement reaches the alarm threshold. This topic describes how to customize these notifications.

Prerequisites
- Make sure there is a valid email address assigned to queue manager's extension.
- Make sure system email works.

Procedure
- Log in to ESI eSIP e-Series Web portal, go to **Call Features > Queue**, edit the desired queue.
- Click Members tab.
- Select the checkbox of notification option according your needs.
    - **Notify Manager when a queue call is missed**: Send an email to manager when a queue call is missed.
    - **Notify Manager when a queue call is abandoned**: Send an email to manager when a queue call is abandoned.
    - **Notify Manager when the SLA is lower than its alarm threshold**: Send an email to manager when the SLA alarm threshold is reached.
    - **Notify Manager when a callback request is made**: Send an email to manager when a callback request is made.
    - **Notify Manager when a callback failed**: Send an email to manager when a callback has failed.
- Click **Save** and **Apply**.

Grant Queue Panel Permissions

With call center service activated, you can decide what the queue managers and agents can do on Queue Panel, and grant the Queue Panel permissions for queue manager and agents respectively. This topic describes how to grant permissions for queue manager and agents.

Queue Panel permissions

Permission	Manager	Agents
Switch agents' Status	√	×
Call monitoring operations (Listen, Whisper, Barge In)	√	×
Switch agent's recording status	√	×
Call distribution management (Redirect, Transfer, Drag and Drop operation)	√	√
Allow for picking up or hanging up agents' calls	√	√
Call parking operation	√	√

Grant permissions for queue managers
- Log in to ESI eSIP e-Series Web portal, go to **Call Features > Queue**, edit the desired queue.
- Click **Queue Panel Permissions** tab.
- In the **Manager** section, select the checkboxes of permissions according to your needs.
- Click **Save** and **Apply**.

Grant permissions for agents
- Log in to ESI eSIP e-Series Web portal, go to **Call Features > Queue**, edit the desired queue.
- Click **Queue Panel Permissions** tab.
- In the **Agents** section, select the checkboxes of permissions according to your needs.
- Click **Save** and **Apply**.

Set up Service Level Agreement (SLA)

With call center service activated, you can set up service level agreement for a queue. This topic describes what is service level agreement and how to set up service level agreement.

What is Service Level Agreement (SLA)
Service Level Agreement is a call center performance statistic. It is the goal for how quickly the agent should answer a portion of the customers, and makes sure everyone is working to the same objectives. SLA is expressed as the percentage of conversations answered within a predefined amount of time. Let us suppose that the goal is to answer 80% of calls within 20 seconds. If the measurement is less than 80%, the manager knows they are outside their target Service Level.

The calculated formula shows as below:

```
SLA = (Number of calls answered within SLA time / Total calls) * 100%
```

How to set up Service Level Agreement
You can set a target service level and SLA threshold for each queue, and evaluate the service level periodically.

- Log in to ESI eSIP e-Series Web portal, go to **Call Features > Queue**, edit the desired queue.
- Click **Preferences** tab.
- In the **Service Level Agreement** section, edit the SLA according to your needs.
    - **SLA Time(s)**: Enter the maximum amount of time (in seconds) that an agent needs to answer an incoming call.
      If a caller waits for a duration of time shorter than the SLA Time, the SLA is met.
    - Evaluation Interval(min): Enter the time interval to compare the queue's SLA performance against the alarm threshold so that the system can send a notification email timely.
    - **Alarm Threshold(%)**: Enter the service level threshold for the queue.
- Click **Save** and **Apply**.

Call Center Reports

Call Center Reports Overview

ESI eSIP e-Series Server provides a set of predefined reports concerning detailed information about call center performance. This topic describes what you can do with call center report, and the report types.

What you can do with call center reports
The system automatically generates reports in the format of graphs or charts, and helps you to simplify analysis and extract invaluable data with ease. These reports can be historical and real-time. You can view and schedule reports on demand to evaluate past activities and plan future actions.

Reports types
We divide reports into two categories: queue performance and agent performance.

- Queue performance reports: The queue performance reports provide insight into the work efficiency of one or more queues over a period of time, and help evaluate the performance of each queue.
    - Queue AVG Waiting & Talking Time
    - Queue Performance
    - Queue Performance Activity
    - Queue Callback Summary
    - Queue Callback Activity
    - Satisfaction Survey
    - Satisfaction Survey Details

- Agent performance reports: The agent performance reports provide insight into the performance of one or more agents, and help evaluate if every agent meets the expectations of your call center over a period of time.
    - Agent Login Activity
    - Agent Pause Activity
    - Agent Missed Call Activity
    - Agent Performance
    - Agent Call Summary

Queue Performance reports

Queue AVG Waiting & Talking Time Report

Queue AVG Waiting & Talking Time report provides granular insights into the hourly, daily, and monthly breakdown of the average amount of time that callers wait in a queue, and the average amount of time that queue agents spend in talking with callers. This topic intro- duces how to access the report and explains the key metrics in detail.
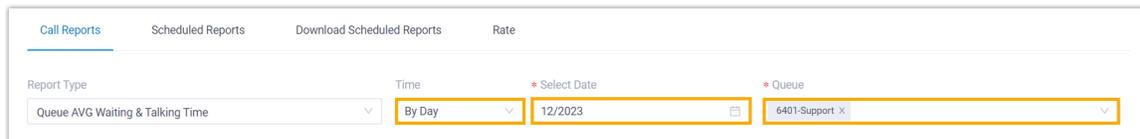
Access Queue AVG Waiting & Talking Time report
Log in to PBX web portal, go to Reports and Recordings > Call Reports.
In the Report Type drop-down list, select Queue AVG Waiting & Talking Time.
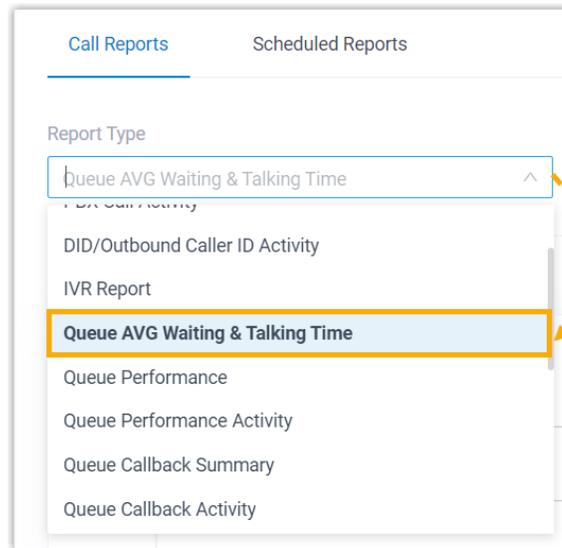
Filter data by system time and queue(s).

A report that meets the filter criteria is displayed on the page, as shown below.

Date	AVG Waiting Time (All Calls)	AVG Waiting Time (Answered Calls)	Average Talking Time
Dec. 21	00:00:06	00:00:06	00:00:09
Dec. 22	00:00:06	00:00:05	00:00:08
Dec. 27	00:00:07	00:00:08	00:00:58
Total	**00:00:06**	**00:00:06**	**00:00:20**

Report details
The key metrics for Queue AVG Waiting & Talking Time report is shown below.

| Metric	Description
AVG Waiting Time (All Calls)	**The average amount of time that all inbound calls had been waiting in the queue, regardless of whether they were answered or not.** *Formula: (Total Ring Duration + Retry Interval) / Total Calls*
AVG Waiting Time (Answered Calls)	**The average amount of time that the answered calls had been waiting in the queue before being answered by agents.** *Formula: (Total Ring Duration of Answered Calls + Retry Interval) / Total Answered Calls*
Average Talking Time	**The average amount of time that agents spent talking to callers.** *Formula: Total Talking Time / Total Answered Calls*

Queue Performance Report

Queue Performance report provides a quick overview of call queue performance and granular insights into queue calls. This topic introduces how to access the report and explains the key metrics in detail.

Access Queue Performance report
Log in to PBX web portal, go to Reports and Recordings > Call Reports.
In the Report Type drop-down list, select Queue Performance.
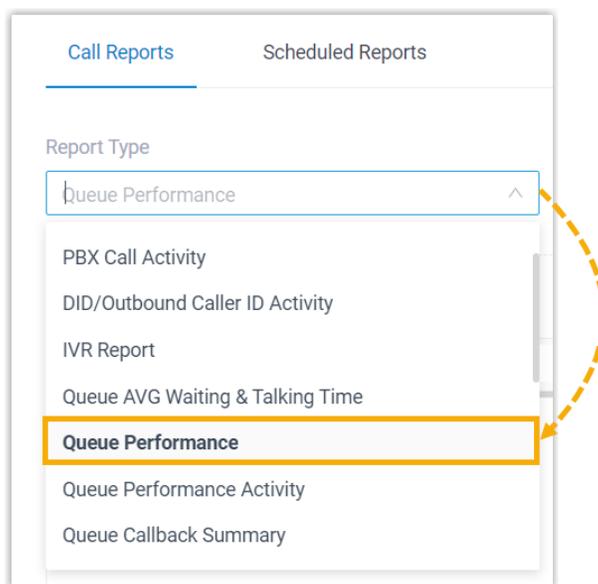
Filter data by system time, queue(s), call abandonment time, or talk duration.

> **Note:**
> - To filter out abandoned short calls, specify the ring duration in the **Exclude Calls Abandoned within X's** field. Calls abandoned within this time frame will NOT be included in the report.
> - To filter out answered short calls, specify the talk duration in the **Exclude Calls within X's** field. Calls ended within this time frame will NOT be included in the report.

A report that meets the filter criteria is displayed on the page, as shown below.

Queue	Total Calls	Answered	Missed	Abandoned	AVG Handle Time	AVG Waiting Time (Answered Calls)	AVG Waiting Time (All Calls)	Max Waiting Time (All Calls)	Average Talking Time	AVG Hold Time	Answered	Details
Pre-Sales	13	5	4	4	00:00:57	00:00:11	00:00:23	00:01:42	00:00:45	00:00:00	38.46%	
Support	6	4	0	2	00:01:06	00:00:08	00:00:07	00:00:15	00:00:58	00:00:00	66.67%	
Total	19	9	4	6								

Report details
We take the above report as an example to introduce the key metrics for Queue Performance report.

Metrics for queue

Queue	Total Calls	Answered	Missed	Abandoned	AVG Handle Time	AVG Waiting Time (Answered Calls)	AVG Waiting Time (All Calls)	Max Waiting Time (All Calls)	Average Talking Time	AVG Hold Time	Answered Rate	Missed Rate	Abando	Details
Pre-Sales	13	5	4	4	00:00:57	00:00:11	00:00:23	00:01:42	00:00:45	00:00:00	38.46%	30.77%	30.77%	
Support	6	4	0	2	00:01:06	00:00:08	00:00:07	00:00:15	00:00:58	00:00:00	66.67%	0%	33.33%	
Total	19	9	4	6										

Metric	Description
Total Calls	The total number of calls that the queue received.
Answered	The total number of calls that the queue answered.
Missed	The total number of calls that the queue missed. *Note: A missed queue call includes, but is not limited to the following scenarios:* • *A call exits the queue when the number of Maximum Callers is reached.* • *A call exits the queue when the Maximum Waiting Time is reached.* • *A call is assigned to another queue or extension by the queue manager.* • *A caller presses a key to exit the queue and be routed to another destination.*
Abandoned	The total number of calls that the callers abandoned.
Avg Handle Time	The average amount of time that agents spent handling customer calls. *Formula: (Total Ring Duration of Answered Calls + Total Talk Duration of Answered Calls) / Total Answered Calls*
Avg Wait Time (Answered Calls)	The average amount of time that the answered calls had been waiting in the queue before being answered by agents. *Formula: (Total Ring Duration of Answered Calls + Retry Interval) / Total Answered Calls*
Avg Wait Time (All Calls)	The average amount of time that all inbound calls had been waiting in the queue, regardless of whether they were answered or not. *Formula: (Total Ring Duration + Retry Interval) / Total Calls*
Max Wait Time (All Calls)	The maximum amount of time that callers waited in the queue, regardless of whether the calls were answered or not.
Avg Talk Time	The average amount of time that agents spent talking to callers. *Formula: Total Talking Time / Total Answered Calls*
Avg Hold Time	The average amount of time that calls were held. *Formula: Total Hold Duration / Total Answered Calls*
Answered Rate	The percentage of answered calls in relation to the total received calls. *Formula: (Total Answered Calls / Total Calls) * 100%*
Missed Rate	The percentage of missed calls in relation to the total received calls. *Formula: (Total Missed Calls / Total Calls) * 100%*
Abandon Rate	The percentage of abandoned calls in relation to the total received calls. *Formula: (Total Abandoned Calls / Total Calls) * 100%*
SLA	The Service Level Agreement (SLA) for the queue. SLA is the percentage of conversations answered within a predefined amount of time. *Formula: (The Number of Calls Answered within SLA Time) / Total Calls * 100%*

Metrics for queue call

| Metric	Description
ID	A unique ID for the call.
Time	When the call was received.
Call From	The number and the name of the Caller.
Agent	The Agent who answered the call. *Note: If the call is not answered,* **None** *is displayed.*
Status	Call status. • *Answered* • *Abandoned* • *Missed*
Ring Duration	For answered calls, this indicates the time between the call started and the call was answered. For abandoned or missed calls, this indicates the time between the call started and the call disconnected.
Talk Duration	The time between the call answered and the call ended.
Hold Duration	The total amount of time that the call was held.
Reason	The reason why the call was not answered by the agent or why the call ended.

Queue Performance Activity Report

Queue Performance Activity report provides granular insights into the hourly, daily, and monthly breakdown of call queue performance and queue calls. This topic introduces how to access the report and explains the key metrics in detail.

Access Queue Performance Activity report
Log in to PBX web portal, go to Reports and Recordings > Call Reports.
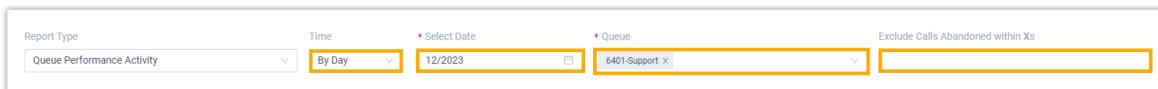In the Report Type drop-down list, select Queue Performance Activity.
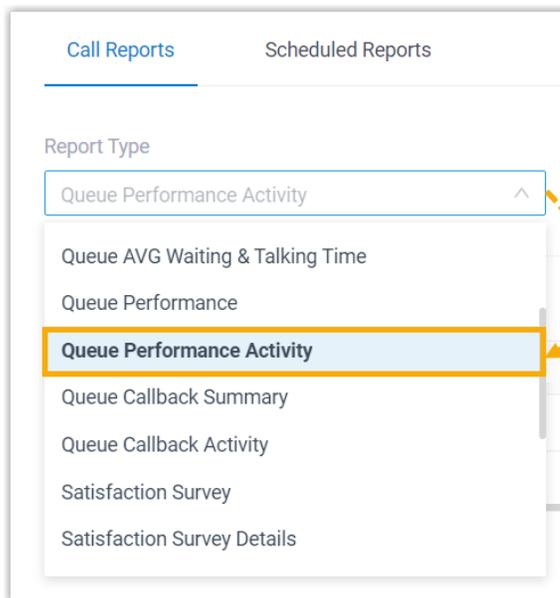
Filter data by system time, queue(s), or call abandonment time.

> ✏️ **Note:**
>
> To filter out abandoned short calls, specify the ring duration in the **Exclude Calls Abandoned within X's** field. Calls abandoned within this time frame will NOT be included in the report.

A report that meets the filter criteria is displayed on the page, as shown below.

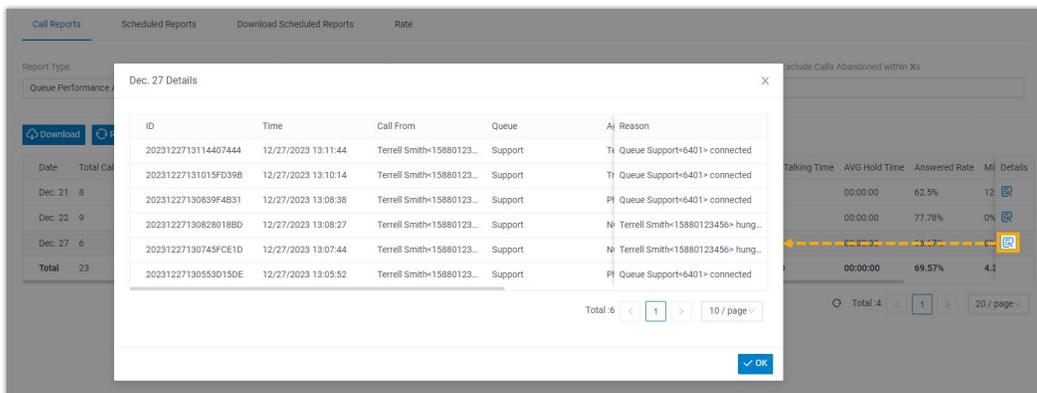| Date	Total Calls	Answered	Missed	Abandoned	AVG Handle Time	AVG Waiting Time (Answered Calls)	AVG Waiting Time (All Calls)	Max Waiting Time (All Calls)	Average Talking Time	AVG Hold Time	Answered Rate	Mi:	Details
Dec. 21	8	5	1	2	00:00:15	00:00:06	00:00:06	00:00:11	00:00:09	00:00:00	62.5%	12	
Dec. 22	9	7	0	2	00:00:13	00:00:05	00:00:06	00:00:12	00:00:08	00:00:00	77.78%	0%	
Dec. 27	6	4	0	2	00:01:06	00:00:08	00:00:07	00:00:15	00:00:58	00:00:00	66.67%	0%	
Total	**23**	**16**	**1**	**6**	**00:00:27**	**00:00:06**	**00:00:06**	**00:00:15**	**00:00:20**	**00:00:00**	**69.57%**	**4.3**	

Report details
We take the above report as an example to introduce the key metrics for Queue Performance Activity report.

Metrics for queue

Date	Total Calls	Answered	Missed	Abandoned	AVG Handle Time	AVG Waiting Time (Answered Calls)	AVG Waiting Time (All Calls)	Max Waiting Time (All Calls)	Average Talking Time	AVG Hold Time	Answered Rate	Mi:	Details
Dec. 21	8	5	1	2	00:00:15	00:00:06	00:00:06	00:00:11	00:00:09	00:00:00	62.5%	12.	
Dec. 22	9	7	0	2	00:00:13	00:00:05	00:00:06	00:00:12	00:00:08	00:00:00	77.78%	0%	
Dec. 27	6	4	0	2	00:01:06	00:00:08	00:00:07	00:00:15	00:00:58	00:00:00	66.67%	0%	
Total	**23**	**16**	**1**	**6**	**00:00:27**	**00:00:06**	**00:00:06**	**00:00:15**	**00:00:20**	**00:00:00**	**69.57%**	**4.3**	

Metric	Description
Avg Wait Time (Answered Calls)	**The average amount of time that the answered calls had been waiting in the queue before being answered by agents.** *Formula: (Total Ring Duration of Answered Calls + Retry Interval) / Total Answered Calls*
Avg Wait Time (All Calls)	**The average amount of time that all inbound calls had been waiting in the queue, regardless of whether they were answered or not.** *Formula: (Total Ring Duration + Retry Interval) / Total Calls*
Max Wait Time (All Calls)	**The maximum amount of time that callers waited in the queue, regardless of whether the calls were answered or not.**
Avg Talk Time	**The average amount of time that agents spent talking to callers.** *Formula: Total Talking Time / Total Answered Calls*
Avg Hold Time	**The average amount of time that calls were held.** *Formula: Total Hold Duration / Total Answered Calls*
Answered Rate	**The percentage of answered calls in relation to the total received calls.** *Formula: (Total Answered Calls / Total Calls) * 100%*
Missed Rate	**The percentage of missed calls in relation to the total received calls.** *Formula: (Total Missed Calls / Total Calls) * 100%*
Abandon Rate	**The percentage of abandoned calls in relation to the total received calls.** *Formula: (Total Abandoned Calls / Total Calls) * 100%*
SLA	**The Service Level Agreement (SLA) for the queue. SLA is the percentage of conversations answered within a predefined amount of time.** *Formula: (The Number of Calls Answered within SLA Time) / Total Calls * 100%*

Metrics for queue call

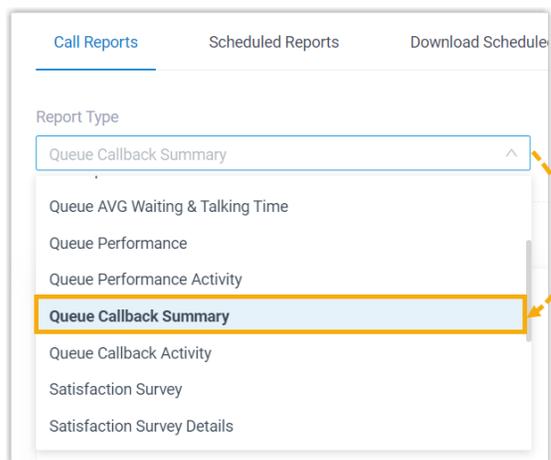| Metric	Description
ID	A unique ID for the call.
Time	When the call was received
Call From	The number and the name of the caller.
Queue	The queue that received the call.
Agent	The agent who answered the call. *Note: if the call was not answered,* **None** *is displayed.*
Status	Call status. • *Answered* • *Abandoned* • *Missed*
Ring Duration	For answered calls, this indicates the time between the call started and the call was answered. For abandoned or missed calls, this indicates the time between the call started and the call disconnected.
Talk Duration	The time between the call answered and the call ended.
Hold Duration	The total amount of time that the call was held.
Reason	The reason why the call was not answered by the agent or why the call ended.

Queue Callback Summary Report

Queue Callback Summary report provides a quick overview of queue callback statistics. This topic introduces how to access the report and explains the key metrics in detail.
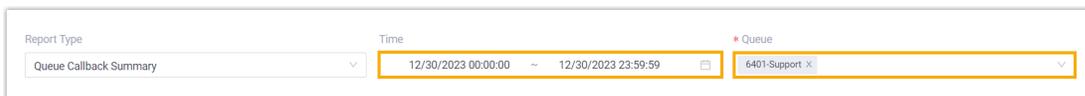
Prerequisites
You have subscribed to Enterprise Plan or Ultimate Plan.

Access Queue Callback Summary report
Log in to PBX web portal, go to Reports and Recordings > Call Reports.
In the Report Type drop-down list, select Queue Callback Summary.

Filter data by system time and queue(s).

A report that meets the filter criteria is displayed on the page, as shown below.

Queue	Failed Callbacks	Successful Callbacks	Total Callbacks	Total Calls
6400	13	2	15	43
Total	**13**	**2**	**15**	**43**

Report Details

The key metrics for Queue Callback Summary report is shown below.

Metric	Description
Failed Callbacks	The number of failed callbacks.
Successful Callbacks	The number of successful callbacks.
Total Callbacks	The total number of callbacks for which callers requested successfully.
Total Calls	The total number of calls that the queue received

Queue Callback Activity Report

Queue Callback Activity report provides granular insights into queue callback statistics. This topic introduces how to access the report and explains the key metrics in detail.

Prerequisites
You have subscribed to Enterprise Plan or Ultimate Plan.
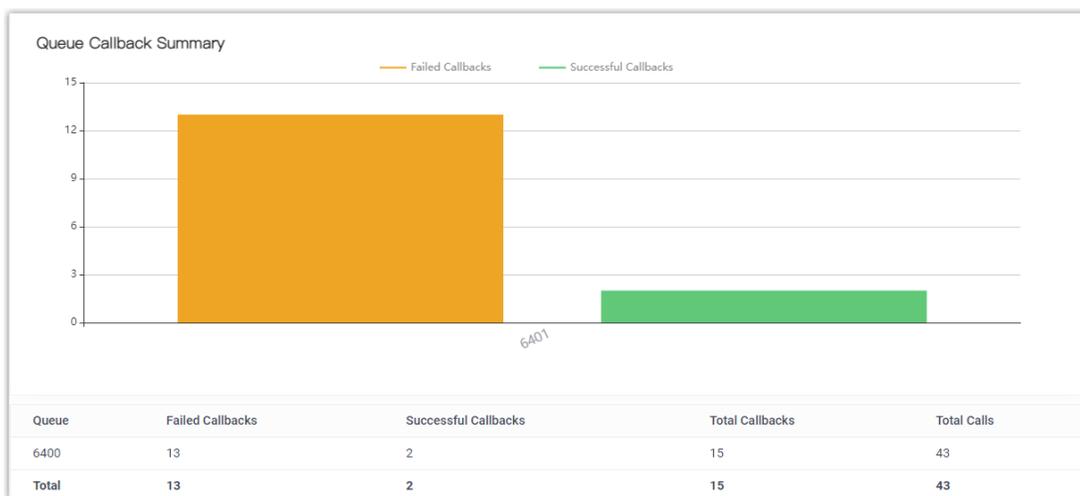
Access Queue Callback Activity report

Log in to PBX web portal, go to Reports and Recordings > Call Reports.
In the Report Type drop-down list, select Queue Callback Activity.

Filter data by system time, queue, or callback result.

A report that meets the filter criteria is displayed on the page, as shown below.

Time	Call From	Callback Time	Callback Number	Waiting Time	Callback Result	Failed Reason
01/07/2022 16:43:15	6400-test:2000<2000>	01/07/2022 16:44:25	666665	00:01:10	Succeeded	
01/07/2022 16:37:55	6400-test:2000<2000>	01/07/2022 16:39:00	99999	00:01:05	Failed	Customer no answer
01/07/2022 16:34:28	6400-test:2000<2000>	01/07/2022 16:35:37	333333	00:01:09	Failed	Customer no answer
01/07/2022 16:08:00	6400-test:2000<2000>	01/07/2022 16:09:48	785469	00:01:48	Failed	Customer no answer
01/07/2022 15:38:08	6400-test:2000<2000>	01/07/2022 15:41:08	999999	00:03:00	Failed	No available agents
01/07/2022 15:19:45	6400:2000<2000>	01/07/2022 15:21:09	569875	00:01:24	Failed	Hang up by the agent
01/07/2022 15:09:32	6400:2000<2000>	01/07/2022 15:10:53	99999	00:01:21	Succeeded	
01/07/2022 14:16:54	6400:2000<2000>	01/07/2022 14:21:54	66666	00:05:00	Failed	No available agents
01/07/2022 14:13:35	6400:2000<2000>	01/07/2022 14:14:05	563942	00:00:30	Failed	No available agents
01/07/2022 14:10:31	6400:2000<2000>	01/07/2022 14:11:01	964583	00:00:30	Failed	No available agents
01/07/2022 14:05:58	6400:2000<2000>	01/07/2022 14:06:28	85643	00:00:30	Failed	No available agents
01/07/2022 14:02:11	6400:2000<2000>	01/07/2022 14:02:41	695423	00:00:30	Failed	No available agents
01/07/2022 13:59:38	6400:2000<2000>	01/07/2022 14:00:19	85689	00:00:41	Failed	No available agents
01/07/2022 13:56:23	6400:2000<2000>	01/07/2022 13:56:57	965482	00:00:34	Failed	No available agents
01/07/2022 13:55:27	6400:2000<2000>	01/07/2022 13:55:55		00:00:28	Failed	Invalid callback number
Total			15	00:19:40		

Report details
The key metrics for Queue Callback Activity report is shown below.
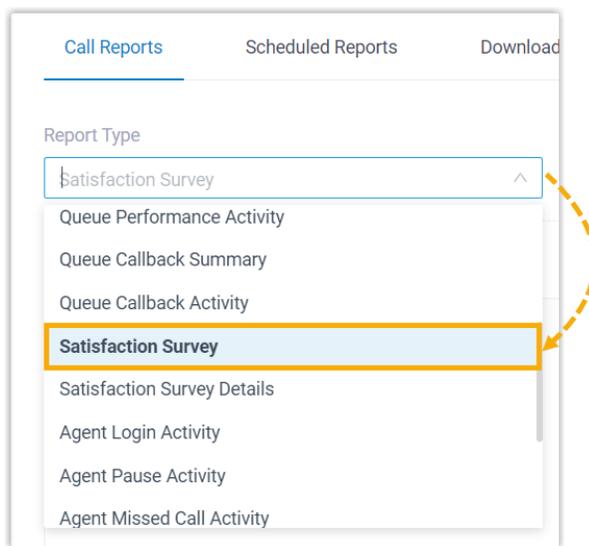
Metric	Description
Time	A unique ID for the call.
Call From	When the call was received
Callback Time	The number and the name of the caller.
Callback Number	The queue that received the call.
Waiting Time	The agent who answered the call. *Note: if the call was not answered,* None *is displayed.*
Callback Result	Call status.
Failed Reason	For answered calls, this indicates the time between the call started and the call was answered.

Satisfaction Survey Report

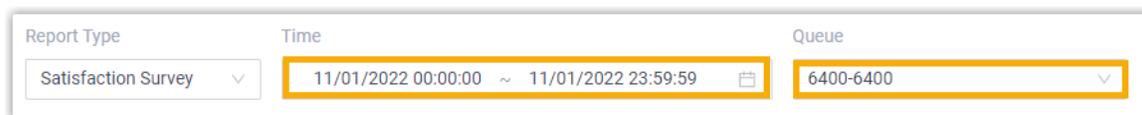Satisfaction Survey report provides a quick overview of the key pressed collected from callers for a queue and its agents. This topic introduces how to access the report and explains the key metrics in detail.

Access Satisfaction Survey report

Log in to PBX web portal, go to Reports and Recordings > Call Reports.
In the Report Type drop-down list, select Satisfaction Survey.

Filter data by system time and queue.

A report that meets the filter criteria is displayed on the page, as shown below.

Queue	KEY:2 (-1 Points)	KEY:4 (1 Points)	KEY:6 (3 Points)	KEY:8 (5 Points)	Total KEY	Total Points	Average Points
6400-6400	1	1	1	1	4	8	2
2000-Leo Ball	0	0	0	1	1	5	5
2006-Naomi Nichols	0	1	1	0	2	4	2
2007-Ashley Gardner	1	0	0	0	1	-1	-1

Report details

The key metrics for Satisfaction Survey report is shown below.

Metric	Description
KEY: {key_pressed} **({numeric} Points)**	The key pressed by caller and corresponding score for the key.
Total KEY	The total number of keys that were collected for the queue or an agent.
Total Points	The total satisfaction survey scores for the queue or an agent.
Average Points	The average satisfaction survey scores for the queue or an agent. *Formula: Total Points / Total KEY, where the calculated average points will be truncated to two decimal places without rounding up.*

Satisfaction Survey Details Report

Satisfaction Survey Details report provides granular insights into customers' feedbacks on each queue call handled by an agent. This topic introduces how to access the report and explains the key metrics in detail.

Access Satisfaction Survey Details report

Log in to PBX web portal, go to Reports and Recordings > Call Reports.
In the Report Type drop-down list, select Satisfaction Survey Details.

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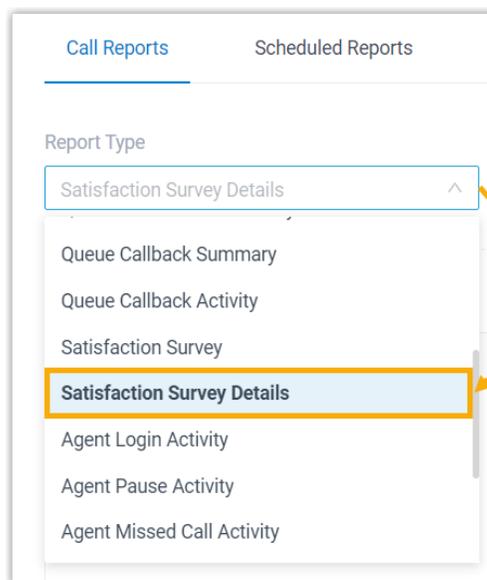
Filter data by system time, queue, or agent(s).

Report Type	Time	Queue	Agent
Satisfaction Survey Details ∨	11/01/2022 00:00:00 ~ 11/01/2022 23:59:59	6400-6400 ∨	∨

A report that meets the filter criteria is displayed on the page, as shown below.

Agent	Time	Call From	Key	Points
2006-Naomi Nicholas	11/01/2022 10:57:00	9729144899	6	3
2007-Ashley Gardner	11/01/2022 10:55:47	9727257999	2	-1
2000-Leo Ball	11/01/2022 10:53:35	505525301	8	5
2006-Naomi Nicholas	11/01/2022 10:51:05	505525301	4	1

Report details
The key metrics for Satisfaction Survey Details report is shown below.

Metric	Description
Time	The time that the caller called to the queue.
Call From	The caller's caller ID.
Key	The key that the caller pressed to rate the agent's service.
Points	The score for the key pressed.

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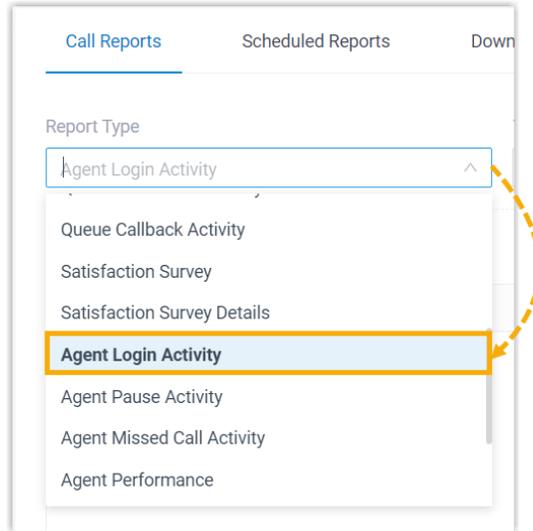
Agent Performance Reports

Agent Login Activity Report

Agent Login Activity report provides a quick overview of the login and logout activities of queue agents. This topic introduces how to access the report and explains the key metrics in detail.

Access Agent Login Activity report
Log in to PBX web portal, go to Reports and Recordings > Call Reports.
In the Report Type drop-down list, select Agent Login Activity.

Filter data by system time, queue, or agent(s).

A report that meets the filter criteria is displayed below.

Report details
The key metrics for Agent Login Activity report is shown below.

Metric	Description
Logged In	The date and time that the agent logged in to the queue.
Logged Out	The date and time that the agent logged out of the queue.
Total Login Time	The elapsed time between the login time and the logout time.

Agent Pause Activity Report

Agent Pause Activity report provides a quick overview of the pause and unpause activities of queue agents. This topic introduces how to access the report and explains the key metrics in detail.
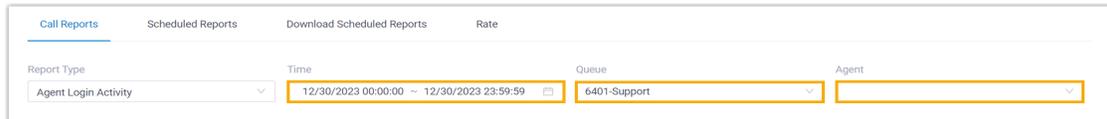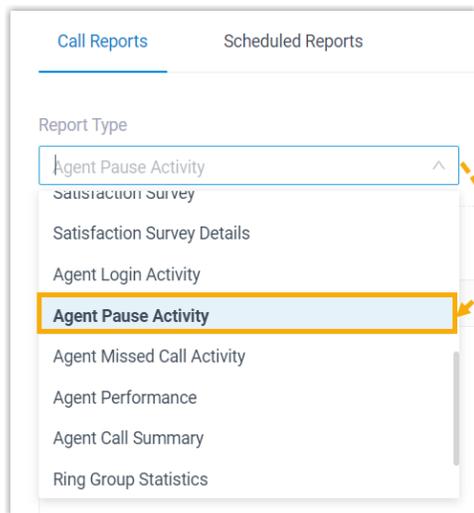
Access Agent Pause Activity report
Log in to PBX web portal, go to Reports and Recordings > Call Reports.
In the Report Type drop-down list, select Agent Pause Activity.

Filter data by system time, queue, agent(s), or pause reason(s).

A report that meets the filter criteria is displayed below.

Agent	Pause	Pause Reason	Unpause	Total Pause Time	Total Pauses
2005-Kristin Hale	12/27/2023 17:14:11	-	12/27/2023 17:14:15	00:00:04	1
	12/27/2023 17:14:19	Break	12/27/2023 17:14:41	00:00:22	1
	12/27/2023 17:17:04	Lunch	Change Pause Reason	00:00:07	
	12/27/2023 17:17:11	Break	12/27/2023 17:17:21	00:00:10	1
Total				**00:00:43**	**3**

Report details
The key metrics for Agent Pause Activity report is shown below.

Metric	Description
Pause	The date and time that the agent switched status to Pause.
Pause Reason	The reason why the agent switched status to Pause.
Unpause	Indicate that the pause reason was changed; or display the date and time that the agent switched status to Unpause.
Total Pause Time	The elapsed time between switching to the current pause status and changing to another status (unpause or other pause reason).
Total Pauses	The number of times that the agent paused service, excluding changing pause reason.

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Agent Missed Call Activity Report

Agent Missed Call Activity report provides a quick overview of missed calls associated with individual agents. This topic introduces how to access the report and explains the key metrics in detail.

Access Agent Missed Call Activity report

Log in to PBX web portal, go to Reports and Recordings > Call Reports.
In the Report Type drop-down list, select Agent Missed Call Activity.
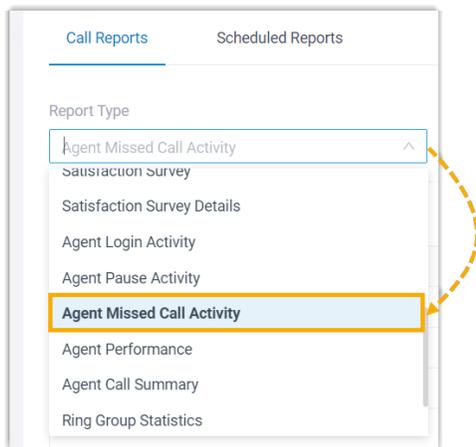
Filter data by system time, queue, or agent(s).
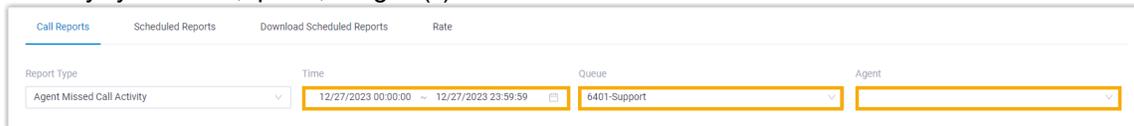
A report that meets the filter criteria is displayed on the page, as shown below.

Agent	Time	Waiting Time	Call From	Polling Attempts	Queue Status	Calls
2000-Leo Ball	12/27/2023 13:11:44	00:00:02	15880123456	1	Answered	1
	12/27/2023 13:10:14	00:00:07	13512345678	1	Answered	1
	12/27/2023 13:08:38	00:00:09	18509876554	1	Answered	1
	12/27/2023 13:05:52	00:00:15	15898705642	1	Answered	1
Total		00:00:33		4		4
2001-Phillip Huff	12/27/2023 13:11:44	00:00:02	15880123456	1	Answered	1
	12/27/2023 13:10:14	00:00:07	15880123456	1	Answered	1
Total		00:00:09		2		2

Report details
We take the above report as an example to introduce the key metrics for Agent Missed Call Activity report.

| Metric	Description
Time	The date and time that the caller called to the queue.
Waiting Time	The amount of time that the caller waited before being answered or timeout.
Call From	The caller's caller ID.
Polling Attempts	The number of polling attempts to call the agent.
Queue Status	Whether the missed call was answered by other agents in the queue. • Answered • No Answered
Count	Indicate that this is a missed call, and the value is fixed at 1.

Agent Performance Report

Agent Performance report provides a quick overview of the performance of individual agents and the associated call queue, as well as granular insights into agent calls. This topic introduces how to access the report and explains the key metrics in detail.

Access Agent Performance report
Log in to PBX web portal, go to Reports and Recordings > Call Reports.
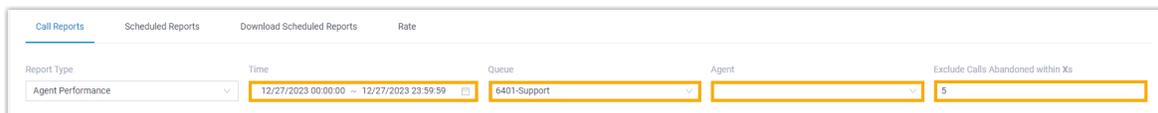In the Report Type drop-down list, select Agent Performance.
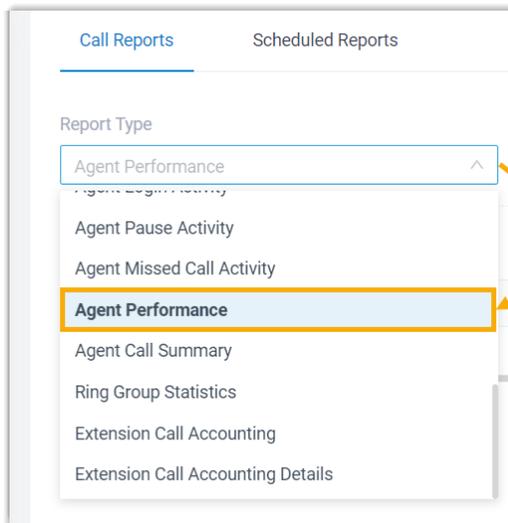
Filter data by system time, queue, agent(s), or call abandonment time.

> ✎ **Note:**
>
> To filter out abandoned short calls, specify the ring duration in the **Exclude Calls Abandoned within X's** field. Calls abandoned within this time frame will NOT be included in the report.

A report that meets the filter criteria is displayed on the page, as shown below.

Queue	Total Calls	Answered	Missed	Abandoned	AVG Waiting Time (Answered Calls)	AVG Waiting Time (All Calls)	Max Waiting Time	Average Talking Time	Missed Rate
∨ Support	5	4	0	1	00:00:08	00:00:08	00:00:15	00:00:58	0%

Agent	Total Rings	Answered	Missed	Average Waiting Time	Max Waiting Time	Average Talking Time	Total Talking Time	Missed Rate
2000-Leo Ball	4	0	4	00:00:00	00:00:00	00:00:00	00:00:00	100%
2001-Phillip Huff	4	2	2	00:00:12	00:00:16	00:00:57	00:01:54	50%
2002-Terrell Smith	1	1	0	00:00:02	00:00:02	00:01:03	00:01:03	0%
2004-Troy Daniel	1	1	0	00:00:07	00:00:07	00:00:54	00:00:54	0%

Report details
We take the above report as an example to introduce the key metrics for Agent Performance report.

Metrics for queue

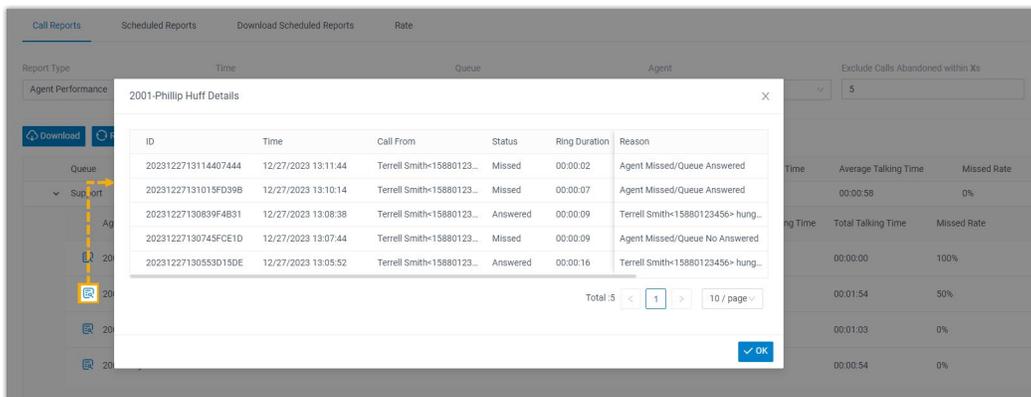| Queue	Total Calls	Answered	Missed	Abandoned	AVG Waiting Time (Answered Calls)	AVG Waiting Time (All Calls)	Max Waiting Time	Average Talking Time	Missed Rate
› Support	5	4	0	1	00:00:08	00:00:08	00:00:15	00:00:58	0%

Metric	Description
Total Calls	The total number of calls that the queue received.
Answered	The total number of calls that the queue answered.
Missed	The total number of calls that the queue missed. *Note:* *A missed queue call includes, but is not limited to, the following scenarios:* *A call exits the queue when the number of Maximum Callers is reached.* *A call exits the queue when the Maximum Waiting Time is reached.* *A call is assigned to another queue or extension by queue manager.* *A caller presses a key to exit the queue and be routed to another destination.*
Abandoned	The total number of calls that the callers abandoned.
AVG Waiting Time (Answered Calls)	The average amount of time that the answered calls had been waiting in the queue before being answered by agents. *Formula: (Total Ring Duration of Answered Calls + Retry Interval) / Total Answered Calls*
AVG Waiting Time (All Calls)	The average amount of time that all inbound calls had been waiting in the queue, regardless of whether they were answered or not. *Formula: (Total Ring Duration + Retry Interval) / Total Calls*
Max Waiting Time	The longest time a caller waited in the queue.
Average Talking Time	The average amount of time that agents spent talking to callers. *Formula: Total Talking Time / Total Answered Calls*
Missed Rate	The percentage of missed calls in relation to the total received calls. *Formula: (Total Missed Calls / Total Calls) * 100%*

Metrics for agents

Queue	Total Calls	Answered	Missed	Abandoned	AVG Waiting Time (Answered Calls)	AVG Waiting Time (All Calls)	Max Waiting Time	Average Talking Time	Missed Rate
⌄ Support	5	4	0	1	00:00:08	00:00:08	00:00:15	00:00:58	0%
Agent	Total Rings	Answered	Missed	Average Waiting Time	Max Waiting Time	Average Talking Time	Total Talking Time	Missed Rate	
2000-Leo Ball	4	0	4	00:00:00	00:00:00	00:00:00	00:00:00	100%	
2001-Phillip Huff	4	2	2	00:00:12	00:00:16	00:00:57	00:01:54	50%	
2002-Terrell Smith	1	1	0	00:00:02	00:00:02	00:01:03	00:01:03	0%	
2004-Troy Daniel	1	1	0	00:00:07	00:00:07	00:00:54	00:00:54	0%	

Metric	Description
Total Rings	The total number of calls that the agent received. *Formula: Answered + Missed*
Answered	The total number of calls that the agent answered.
Missed	The total number of calls that the agent missed. *Note:* *If a call is distributed to an agent multiple times, the number of missed calls will be cumulated instead of counting only one missed call.*
Average Waiting Time	The average amount of time that the answered calls had been waiting in the queue before being answered by the agent. *Formula: Total Ring Duration of Answered Calls / Answered*
Max Waiting Time	The longest waiting time of the answered calls.
Average Talking Time	The average amount of time that the agent spent talking to callers. *Formula: Total Talk Duration / Answered*
Total Talking Time	The total amount of time that the agent spent talking to callers.
Missed Rate	The percentage of missed calls in relation to the total received calls. *Formula: (Missed / Total Rings) * 100%*

Metrics for agent call logs

| Metric	Description
ID	A unique ID for the call.
Time	When the call was received.
Call From	The number and the name of the caller.
Status	Call status for the agent. Answered Missed
Ring Duration	For answered calls, this indicates the time between the call started and the call answered. For missed or abandoned calls, this indicates the time between the call started and the call disconnected.
Talk Duration	The time between the call answered and the call ended.
Polling Attempts	The number of polling attempts to call the agent.
Reason	The reason why the call was not answered by the agent or why the call ended.

Agent Call Summary Report

Agent Call Summary report provides a quick overview of the internal calls and inbound calls received by queue agents, as well as the outbound calls that were made by queue agents. This topic introduces how to access the report and explains the key metrics in detail.
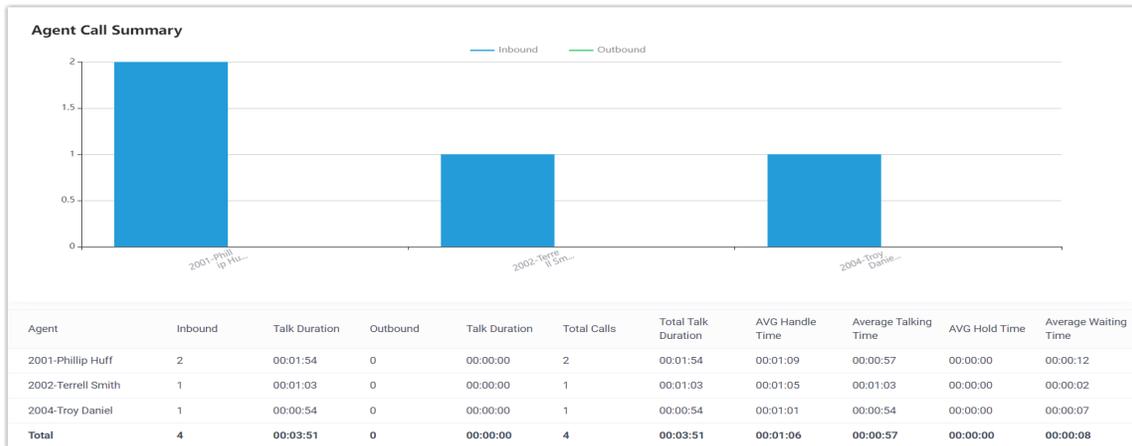
Access Agent Call Summary report
Log in to PBX web portal, go to Reports and Recordings > Call Reports.
In the Report Type drop-down list, select Agent Call Summary.
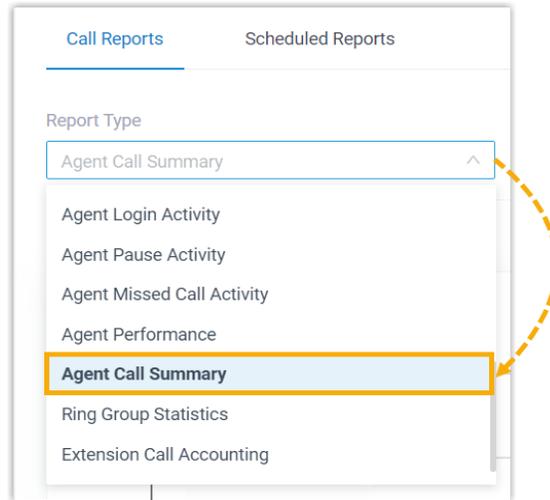
Filter data by system time, queue, or agent(s).

A report that meets the filter criteria is displayed on the page, as shown below.

Agent	Inbound	Talk Duration	Outbound	Talk Duration	Total Calls	Total Talk Duration	AVG Handle Time	Average Talking Time	AVG Hold Time	Average Waiting Time
2001-Phillip Huff	2	00:01:54	0	00:00:00	2	00:01:54	00:01:09	00:00:57	00:00:00	00:00:12
2002-Terrell Smith	1	00:01:03	0	00:00:00	1	00:01:03	00:01:05	00:01:03	00:00:00	00:00:02
2004-Troy Daniel	1	00:00:54	0	00:00:00	1	00:00:54	00:01:01	00:00:54	00:00:00	00:00:07
Total	**4**	**00:03:51**	**0**	**00:00:00**	**4**	**00:03:51**	**00:01:06**	**00:00:57**	**00:00:00**	**00:00:08**

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Report details
The key metrics for Agent Call Summary report is shown below.

Metric	Description
Inbound	The number of internal calls and inbound calls that the agent received.
Talk Duration	The amount of time that the agent spent in internal calls and inbound calls.
Outbound	The number of outbound calls that the agent made.
Talk Duration	The amount of time that the agent spent in outbound calls.
Total calls	The total number of internal calls, inbound calls, and outbound calls handled by the agent.
Total Talk Duration	The total amount of time that the agent spent in internal calls, inbound calls, and outbound calls.
AVG Handle Time	The average amount of time that the agent spent in handling the answered calls. *Formula: (Total Ring Duration of Answered Calls + Total Talk Duration of Answered Calls) / Total Answered Calls*
Average Talking Time	The average amount of time that the agent spent in internal calls, inbound calls, and outbound calls. *Formula: Total Talk Duration / Total Answered Calls*
AVG Hold Time	The average amount of time that calls were held. *Formula: Total Hold Duration / Total Answered Calls*
Average Waiting Time	The average amount of time that the answered calls had been waiting in the queue before being answered by the agent. *Formula: Total Ring Duration of Answered Calls / Total Answered Calls*

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